GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1589
ANSWERED ON:28.11.2001
TELECOM SERVICES IN UTTAR PRADESH
RATNA SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware that in Uttar Pradesh the post and telegraph and telecommunication services are poor;

(b) whether it is also a fact that there is a need to improve the quality of above services in the State; and

(c) if so, the instructions issued by the Government to improve post and telegraph and telecommunication services in Uttar Pradesh Circle?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) POSTAL SERVICES:

Postal services in Uttar Pradesh Circle are generally satisfactory. The latest live survey of mails reveals the position as under:

Mail Segment	Percentage of Mail delivered as per norms	
	Urban	Rural
Unregd. Mail	90.1%	92.6%
Registered Mail	91%	92%
Money Orders	70.3%	72.8%

TELEGRAPH SERVICES:

The quality of telegraph services in Uttar Pradesh is not poor. The quality of Telegraph Service measured as percentage of Telegrams delivered within 12 daylight hours has been almost 94% against the annual target of 94% during the year 2000-2001.

TELECOMMUNICATIONS SERVICES:

Sir, telecommunications services in Uttar Pradesh are satisfactory.

(b) & (c) POSTAL SERVICES:

There is always a scope of improvement. Improvement in quality of service is an on-going process. So far as Postal Services are concerned, the following steps have been taken in this direction:-

(i) To transmit Money Orders by satellite 23 V.SATs and 100 ESMOs have been established.

(ii) To ensure a speedy redressal of complaints, 17 Computerized Customer Care Centres have been set up and some more are being set up.

(iii) 819 Panchayat Sanchar Seva Kendras have already been set up and 170 are proposed to be set up during the year 2001-2002.

(iv) To ensure the speedy processing of registered mails, 6 Computerized Registration Channels have been set up.

(v) Savings Bank Operations are also being computerized to provide better and quality services to customers. 12 Post Offices are having SB LANs.

UP Circle has been rated fourth in the country in respect of average productivity of multi purpose counter machines and fifth in respect of average productivity per node in Savings Bank Local Area Network (SB LAN)

TELEGRAPH SERVICES:

The improvement in the quality of service is an ongoing process and continuous efforts are made to improve it.

TELECOMMUNICATIONS SERVICES:

Improvement in services is a continuous process.

The following steps are taken in phased manner:-

(i) Replacement of underground paper core cables by jelly filled cables.

(ii) Laying of cables in ducts.

(iii) Laying of underground cables right up to the subscribers premises so as to eliminate drop wires. Introduction of 5 pair underground cable is one such move in this regard.

(iv) Introduction of digital line concentrators in the network on large scale.

(v) Opening of more and more remote line units thereby reducing area to be served by each exchange with a corresponding reduction in the size of the outdoor plant.

(vi) Periodic dressing of external plant.

(vii) Liberalization of norm for 10 pair and 5 pair DPs to initial loading of 4 & 2 connections respectively.

(viii) Restriction of use of 20 pair DPs for indoor use only in urban areas and to the minimum possible extent/ Pole mounting in rural areas.

(ix) Pagers to line staff/field staff wherever feasible.

(x) Arrangement for centralized fault booking in small and medium exchanges.

(xi) Computerization of fault repair service (FRS).